

It is an objective of the State of California to achieve a drug-free State workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

STATE OF CALIFORNIA
COMMISSION ON TEACHER CREDENTIALING

OFFICE SERVICES SUPERVISOR II (GENERAL)

DEPARTMENTAL PROMOTIONAL



EXAMINATION ANNOUNCEMENT

SALARY RANGE \$2,953 - \$3,590

FINAL FILE DATE March 10, 2009

WHO MAY APPLY Applicants must have a permanent civil service appointment with the Commission on Teacher Credentialing as of the final filing date, in order to take this examination.

FILING INSTRUCTIONS All applicants must submit an Examination Application, STD 678 no later than 5:00 p.m., March 10, 2009. Examination Applications postmarked, personally delivered, or received via interoffice mail after the final file date will not be accepted. Examination Applications submitted via facsimile (FAXED) or electronically mailed (E-MAILED) will not be accepted. Examination Application, STD 678 http://www.spb.ca.gov/jobs/stateapp_adobe.htm is available and must be filed in person or by mail with:

Commission on Teacher Credentialing
Office of Human Resources
Attention: Heidi Brida
1900 Capitol Avenue
Sacramento, CA 95811-4213

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

SPECIAL TESTING ARRANGEMENTS If you have a disability and need special testing arrangements, mark the appropriate box on the "Examination Application, STD 678." You will be contacted to make specific arrangements.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION All applicants must meet the education and/or experience requirements for this examination by March 10, 2009, the final file date.

NOTE: All Examination Applications, STD 678s/resumes must include "To" and "From" employment dates (month/day/year), time base (fulltime, halftime, hourly), and civil service classification titles.

MINIMUM QUALIFICATIONS Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Pattern" I, "or" II. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

IT IS YOUR RESPONSIBILITY TO MAKE SURE YOU MEET THE EDUCATION AND/OR EXPERIENCE REQUIREMENTS STATED BELOW. YOUR SIGNATURE ON YOUR APPLICATION INDICATES THAT YOU HAVE READ, UNDERSTOOD, AND POSSESS THE BASIC QUALIFICATIONS REQUIRED.

Pattern I

One year of experience in California State service performing duties of a class with a level of responsibility equivalent to Office Technician.

Or Pattern II

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California State service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office Technician.)

In meeting the requirements under Pattern II, academic education above the twelfth grade may be substituted for one-year of the required general experience on the basis of either (a) one-year of

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

OFFICE SERVICES SUPERVISOR II (GENERAL)
CA28-1150

FINAL FILING DATE: March 10, 2009
EXAMINATION CODE: 9LT01

**MINIMUM
QUALIFICATIONS
(cont.)**

general education being equivalent to three months of experience; or (b) one-year of education of a business or commercial nature being equivalent to six months of experience.

Education: Equivalent to completion of the twelfth grade.

THE POSITION

Under general direction, an Office Services Supervisor II is the first full supervisory level. Incumbents plan, organize, and direct the work of a medium-sized group engaged in difficult clerical work. The scope of duties supervised by an Office Services Supervisor II include: receptionist and secretarial support; typing and word processing support; mail and document receiving and distribution; filing and records management; document preparation and review; composition of letters, procedure manuals and reports; gathering and giving of information over the telephone or by personal contact; statistical, financial, and other record-keeping functions; cashiering; and ordering and maintaining supplies and equipment.

Position(s) exist(s) with the Commission on Teacher Credentialing.

**EXAMINATION
INFORMATION**

This examination will consist of a qualifications appraisal interview only. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. It is anticipated that interviews will be held during March/April 2009. CANDIDATES WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.

QUALIFICATIONS APPRAISAL – WEIGHTED 100%**SCOPE****A. Knowledge of:**

1. Modern office methods, supplies, and equipment.
2. Business English and correspondence.
3. Principles and techniques of effective supervision and training.
4. The department's Equal Employment Opportunity program objectives.
5. A supervisor's role in the Equal Employment Opportunity program and the processes available to meet equal employment opportunity objectives.

B. Ability to:

1. Perform difficult clerical work, including ability to spell correctly, use good English, and make arithmetical computations.
2. Follow oral and written directions.
3. Evaluate situations accurately and take effective action.
4. Read and write English at a level required for successful job performance.
5. Make clear and comprehensive reports and keep difficult records.
6. Meet and deal tactfully with the public.
7. Apply specific laws, rules, and office policies and procedures.
8. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar, and spelling.
9. Communicate effectively.
10. Plan, organize, direct, and supervise the work of others.
11. Effectively contribute to the department's equal employment opportunity objectives.
12. Work independently, modify established procedures and methods to meet changing needs, and supervise the work of a medium sized group.

If conditions warrant, this examination may utilize an evaluation of each candidate's experience and education compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out their application. List all experience relevant to the **"REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION"** shown on this announcement, even if that experience goes beyond the seven-year limit printed on the applications. Supplementary information will be accepted, but read the **"REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION"** carefully to see what kind of information will be useful to the staff doing the evaluation. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

ELIGIBLE LIST

A departmental promotional eligible list will be established for the Commission on Teacher Credentialing. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

CAREER CREDITS

Career credits do not apply.

VETERANS' PREFERENCE

Veterans' preference credit is not granted in promotional examinations.

**INQUIRIES ABOUT THIS
EXAMINATION**

All inquiries about this examination should be directed to Heidi Brida, Office of Human Resources at (916) 322-6199 or hbrida@ctc.ca.gov.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be compared with the performance of the others who take this examination, and all candidates who pass will be ranked according to their scores.

The Commission on Teacher Credentialing reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

For an examination without a written feature, it is the candidate's responsibility to contact the Commission on Teacher Credentialing, Office of Human Resources at (916) 322-6199, three weeks after the final filing date if he/she has not received a progress notice.

Examination Locations: Examinations will be given in such places in California as the number of candidates and conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated in this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete in promotional examinations. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations, to include Government Code (GC) 18992. These rules may be reviewed at the Commission on Teacher Credentialing, Office of Human Resources or in the Service Center at the State Personnel Board in Sacramento.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope which may be described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have an education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Policy of Nondiscrimination on the Basis of Disability and
Equal Employment Opportunity Statement

The Commission on Teacher Credentialing does not discriminate on the basis of disability in employment or in the admission and access to its programs or activities. Heidi Brida, Acting Manager, Office of Human Resources, 1900 Capitol Avenue, Sacramento, CA 95811-4213, has been designated to coordinate and carry out this agency's compliance with the nondiscrimination requirements of Title II of the Americans with Disabilities Act (ADA). Information concerning the provisions of the ADA, and the rights provided thereunder, are available from the ADA Coordinator.

**Commission on Teacher Credentialing
Office of Human Resources - 1900 Capitol Avenue
Sacramento, CA 95811-4213
Telephone (916) 322-6199**

California Relay (Telephone) Service for the Deaf or Hearing-Impaired

From TDD phones: 1-800-342-5966

From Voice phones: 1-800-342-5833

TDD is Telecommunication Device for the Deaf and is reachable only from telephones equipped with a TDD device.